



Recalls, Refusals and the Future of Unemployment

Educating the marketplace, one client at a time.

www.utcainc.com

5/28/2020

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Who is UTCA?

- 30 years as the industry leader in unemployment cost management
- Full Service Third Party Agent (TPA) representing employers of all sizes and industries.

Presenter



Meghan Avery

SVP

Current CT State (of Emergency)

- Per CT DOL, 544K in CT UI claims filed since mid-March
 - Acknowledged only 507k processed, many still unpaid
 - Commissioner states 4 yrs. volume
 - State unemployment rate to be around 17.5% as of mid-April
- Operational Overload
 - CT/ DOL massively understaffed
 - Legacy operating system



CARES Act

- Enacted 3/27/2020
- **Federal Pandemic Unemployment Compensation (FPUC)**
 - \$600 UI payment “boost” universal rate
 - From 3/29/20 to 7/31/20
- **Pandemic Emergency Unemployment Compensation (PEUC)**
 - 13 weeks of federally extended benefits
 - For those who have exhausted their state UC benefits
- **Pandemic Unemployment Assistance (PUA)**
 - 39 weeks of UI benefits for traditionally ineligible applicants
 - Backdated payments due 2/2/20 through 12/26/20
 - \$198 to \$649 per week plus FPUC

The Bills Behind The Bill

- PUA, FPUC and PEUC are to be paid via federal funding
- Contributory (rated) employers relieved of Covid-19 related state UC charges (26 weeks)
- Rated quarterly statements (UC-54Q) already 2 quarters behind

STATE OF CONNECTICUT
LABOR DEPARTMENT
EMPLOYMENT SECURITY DIVISION
UNEMPLOYMENT COMPENSATION DEPARTMENT
200 FOLLY BROOK BOULEVARD
WETHERSFIELD, CONNECTICUT 06109

PAGE 1
DATE MAILED
02/21/2020

** MERIT RATING UNIT TEL. (860) 263-6705 FAX. (860) 263-6723 **
** THIS UNIT MUST BE NOTIFIED OF ERRORS WITHIN 60 DAYS OF MAILING **
** STATEMENT OF EXPERIENCE CHARGES FOR THE QUARTER ENDING 09/30/2019 **
** THIS IS NOT A BILL ** UC-54 QUARTERLY ** THIS IS NOT A BILL **

RECEIVED FEB 24 2020

SOC. SEC. NO. CLAIMANT NAME

042-XX-XXXX

WKS	WEEK-ENDING	AMT-CHRG
1	06/29/2019	\$230.00
1	07/06/2019	\$230.00
1	07/13/2019	\$230.00
1	07/20/2019	\$230.00
1	07/27/2019	\$230.00
1	08/03/2019	\$230.00
1	08/10/2019	\$230.00
1	08/17/2019	\$230.00
1	08/24/2019	\$230.00
1	08/31/2019	\$230.00
1	09/07/2019	\$230.00
1	09/14/2019	\$230.00
1	09/21/2019	\$230.00
1	09/28/2019	\$230.00
SUB-TOTAL		\$3,220.00*

047-XX-XXXX

WKS	WEEK-ENDING	AMT-CHRG
1	07/20/2019	\$40.00
1	07/27/2019	\$40.00
1	08/03/2019	\$40.00
1	08/10/2019	\$40.00
1	08/17/2019	\$40.00
SUB-TOTAL		\$200.00*

Partial Relief

- Non-Profit Reimbursable
 - CT 50% retroactive reimbursement of state UI payments, for timely payments
 - Cares Act :“Maximum flexibility” in payment terms, currently received reimbursable bills in CT through February 2020, March bill likely in June
- Tax paying conversion not possible mid-year

Recall Strategy

- Recalls
 - Codified, uniform and repeatable process
 - Devil in the detail
 - Refusals and Non-Response



Right of Refusal?

- Claimant refusal "fraud and auditing" – state decisions
 - Disincentivized by benefits
 - Good Cause – differs state by state, case by case
 - Ct has not issued clear guidance as it relates to Covid-19
 - Existing Fraud Hotline and [Benefit Payment Control Unit Online Form](#)
- Samples
 - RI has defined policy and fraud auditing [process](#)
 - MA new [regulation](#), and dedicated reporting via email
 - [Texas](#) defines quarantine days and high risk

Sample Refusal Log

- Sample guidance for refusal details per Massachusetts DUA:
 - Date the work would start
 - Full-time / part-time
 - Rate of pay
 - Type of work performed
 - Reason for employee's refusal (if given)
 - Is the employee being recalled to the same type of work previously performed? If not, describe the former working conditions.
 - Method the job offer was communicated to the employee


Watchful Eye

- Auditing and charge error implications
 - BCS scanning critical
 - Time-sensitive
 - Bolster with pre-submitted refusal protests if possible

- Scams
 - Claimants being exploited – may have slipped through initial claims process
 - Identity theft


The Floor is Yours

**Pose your Questions
Using The Chat Box!**

 **CHAT**

What if our employees...

Send to

Everyone 

SEND



Still Have Questions or Ideas?

We're Here for You!

Contact :

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